

# Chapter 3 EERE Communications and Outreach





# 3.1 The Office of Communications and Outreach (C&O)

The Office of Communications and Outreach provides communication, outreach and customer service to the public, our corporate customers and stakeholders. It develops and disseminates information about the budget and EERE policies and programs, *g*athers market information of high relevance to EERE decision-making, coordinates corporate-level stakeholder interactions and reports to the Assistant Secretary.

#### 3.1.1 C&O Goals

One important goal of the Office of Communications and Outreach is employing a corporate approach to communications and outreach. EERE's programs are diverse and target different audiences – our RDD&D runs the gamut from how to build a more efficient light bulb to a vision of a hydrogen future. Previous EERE alignment led to development of "Stovepipe" culture. The new corporate structure needs consistent policy, messages and products.

#### 3.1.2 Mission and Functions

#### MISSION:

The mission of the Office of Communications and Outreach (OCO) is to provide communication and outreach activities to EERE corporate customers and stakeholders to facilitate meeting EERE's stated corporate mission and goals. The Office reports to the Assistant Secretary for Energy Efficiency and Renewable Energy through the Principal Deputy Assistant Secretary.

#### **FUNCTIONS:**

 Develop and disseminate information about the budget and EERE policies and programs to Congressional committees and external stakeholders

- Develop and coordinate all EERE Congressional activities and external outreach activities
- Gather market information of high relevance to EERE decision-making
- Coordinate corporate-level stakeholder interactions
- Conduct corporate-level customer surveys on EERE performance
- Coordinates the control correspondence process and the ERRE websites

#### 3.1.3 Activities

The following list of activities are ways C&O supports EERE:

- Press releases protocols, writing, reviewing
- Publications protocols and review
- EERE web site
- Clearinghouse management
- Speech writing
- Speech/presentation corporate libraries
- Resource room
- Events Calendar
- Correspondence management
- Reporting requirements weekly/30-60-90
- Exhibits and schedule
- Stakeholder mailing lists

### 3.1.4 Accomplishment and Products

The following are several accomplishments and products of C&O:

• Corporate identity established for consistent message and theme, common look and feel, and elimination of duplication. *See* Figure 3.1 below.



Figure 3.1 Consistent message and theme

For the eleven Program Offices, C&O develops communication plans, develops press releases & media outreach, determines outreach material needs & format, and coordinates events involving Assistant Secretary.

• Exhibit Completed—Tabletop in each RO. *See* Figure 3.2 below.

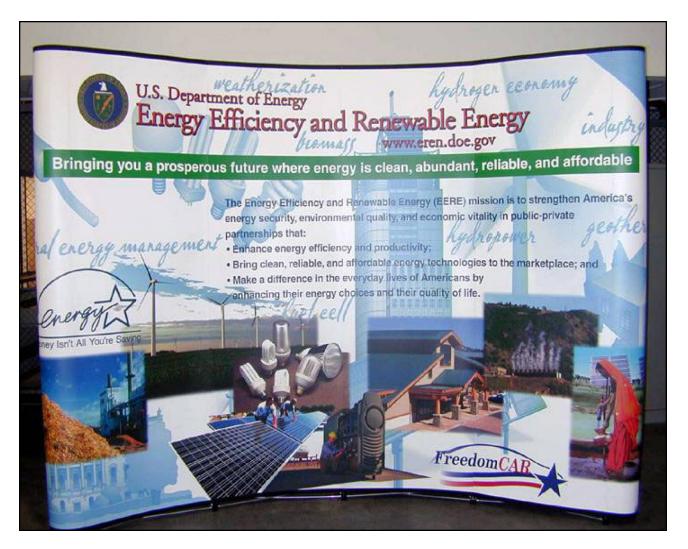


Figure 3.2 Completed tabletop exhibits for ROs

- Folder and Fact Sheets Completed.
- Publication and Web Guidelines Published.
- Website redesigned. *See* Figure 3.3 below.

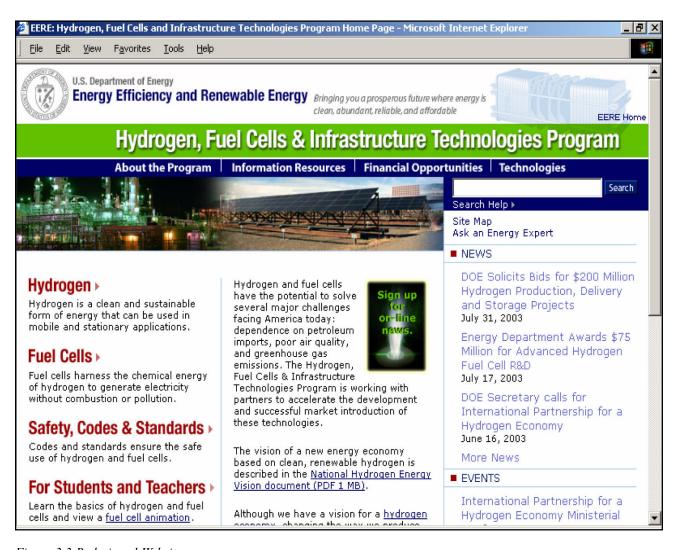


Figure 3.3 Redesigned Website

• Energysavers website and material. *See* Figure 3.4 and 3.5 below.

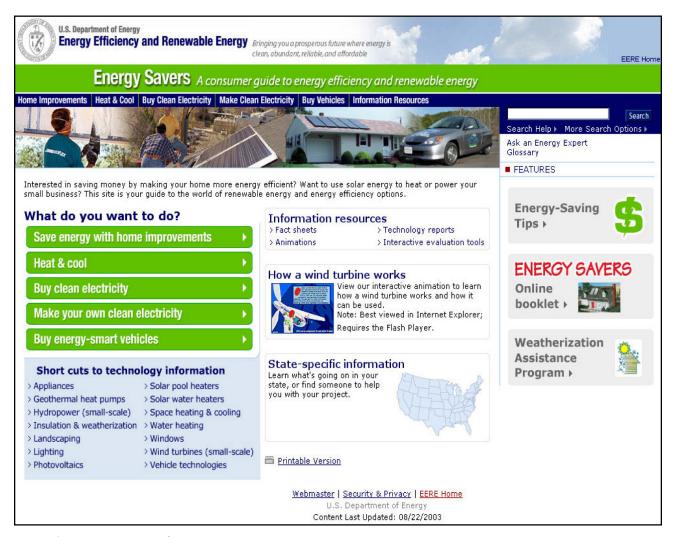


Figure 3.4 Energysavers Website



Figure 3.5 Energysavers Website

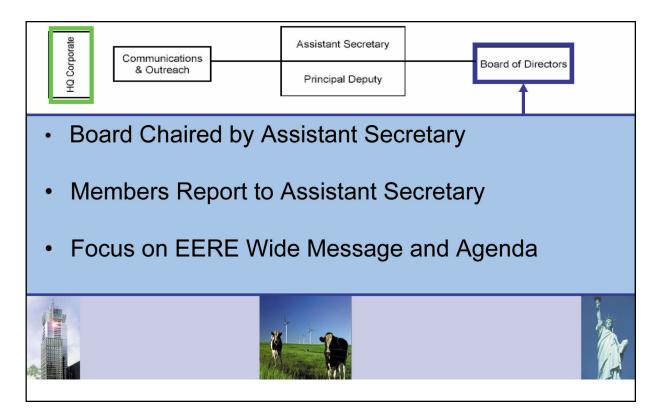
## 3.1.5 Future and Ongoing Efforts

C&O is working on improving the following outreach and media areas:

- Consolidation of the Clearinghouses
- Redesign of the 15,000 webpages
- 2004 Corporate Calendar
- Establish a Corporate newsletter
- Consumer Portal on Website

#### 3.2 EERE Board of Directors

The Board of Directors is chaired by the Assistant Secretary and focuses on EERE-wide message and agenda. There are five members in the Board of Directors, each with a specific focus in the following areas: International Affairs, Technical and Analytical Integrity, University/Education, Transporation Technologies; and Building Technologies.



#### 3.2.1 Functions of the Board

The Board of Directors plays a key role in providing advice and counsel to the Assistant Secretary on corporate policy, strategy, budget and management issues. It represents the agency with internal and external stakeholders to ensure linkages with corporate policies and priorities. It also integrate strategies into corporate planning that assure responsive action. Another important function is to develop new and enhance existing stakeholder partnerships. Finally, it provides senior technical/peer review to programs and advises on all technical and analytical issues.